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The Factors Affecting the Nurse Performance at Kwaingga General Hospital Sub Province Keerom

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Abstract

Nurse in Kwaingga general hospital is top resource, which must have and very paid attention by management in treatment upbringing service. But the problem of that happened at its Kwaingga general hospital it nurse not yet optimal in executing its duty which show still its it[him] nurse performance. Target of research: To know the factors affecting Performance Nurse in Kwaingga general hospital Sub-Province Keerom. Asosiatif causal with cross sesctional study design were used in this study. Population is all nurse in Kwaingga general hospital as much 56 people as sampel by totalizeing executed sampling during one months in August 2017 by using questioner. Data analysed to use chi square. The results shows here is corelation motivate to nurse performance in Kwaingga general hospital (p-value = 1,000 > 0,05; RP = 1,004; CI95% = (0,508 - 1,984). There is training affecting to nurse performance in Kwaingga general hospital (p-value = 0,001 < 0,05; RP = 13,280; CI95% = (1,611 - 6,677). There is not affecting work to nurse performance in Kwaingga general hospital (p-value = 0,411 > 0,05; RP = 1,458; CI95% = (0,783 - 2,714). There is discipline affecting work to nurse performance in Kwaingga general hospital (p-value = 0,002 < 0,05; RP = 3,048; CI95% = (1,493 - 6,219). There is leadership style affecting to nurse performance in Kwaingga general hospital (p-value = 0,021 < 0,05; RP = 2,850; CI95% = (1,121 - 7,243) There [is] cultural affecting of organization culture to nurse performance in Kwaingga general hospital (p-value = 0,000 < 0,05 RP = 4,800; CI95% = (2,077 - 11,092). The dominant factor's to performance of nurse in Kwaingga general hospital is training and organization culture.

Keywords: Nurse performance; discipline; motivation; leadership style and organization culture.

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1. Introduction

The nurse for RSUD Kwaingga is the most important resource that must be owned and highly regarded by management. Man comes from the fact that people are the elements that always exist within the organization. Humans make goals, innovate and achieve organizational goals. Human resources trigger creativity in every organization. Without effective human resources it would be impossible for the organization to achieve its objectives. Human resources make other organizational resources work [1]. Professional nurses can be interpreted as a point of view for always thinking, working hard, working full time, discipline, honesty, loyalty and dedication for the success of their work. Many factors affect the performance of nurses, among others, job satisfaction factors, communication factors, work experience factors, discipline factors, leadership factors, competence factors and work environment factors. However, according to observations made by researchers various things are found in the research location that is in RSUD Kwaingga. Some employees show low work discipline seen from absenteeism, employees who do not follow apple in hospital, employees come late, still the employees who come home faster, from observation and information obtained from head of nursing department still found employees not write nursing status as they should , there are still employees who like to sit relax during working hours, the spirit to run the activity is still low, the leadership style is less assertive, the absence of strict sanctions, complaints about uneven training of employees and it shows the low performance of some employees to the organization hospital. Government Regulation of the Republic of Indonesia number 53 of 2010 on Civil Service Discipline, Civil Servant Discipline is the ability of Civil Servants to comply with obligations and avoid the prohibition stipulated in legislation and / or official regulation that if not obeyed or violated sentenced to discipline . In Article 3 there are 17 Obligations and in Article 4 there are 15 prohibitions for Civil Servants, among others to enter the work and obey the provisions of working hours; The picture that managers provide encouragement for workers, there is a close relationship between motivation and satisfaction of needs within the employee. The implication is the form of behavioral behavior of people per person in the organization, such as productivity levels, the level of absenteeism and so forth. Some employees show low work discipline in terms of absenteeism, late arrivals, observations and information obtained from heads of staff are still found to have low enthusiasm for activity, and indicate the low performance of some employees of the organization. In this case the researcher want to put forward three factors, that is work discipline factor, leadership style factor, training factor.

This election is based on the fact that these two factors most often arise in theories that discuss the factors that affect the performance of employees. Work discipline is a form of obedience of one's behavior in complying with certain provisions or regulations relating to work and enforced within an organization. Sugijati, Sajidah and Dramawan; Sudarmanto [2,3], also mentioned the arrangement of a conducive working environment needs to be created for nurses to work effectively and efficiently. Create a work environment that can encourage nurses to do their best. The leader must have the ability to understand that a person has different motivations. The head of the nursing room at the hospital is one of the leaders who oversees several nurses or subordinates in charge.

The head of space serves to accommodate the performance of nurses in order to work optimally by referring to the standard operational procedures in implementing health services in order to improve the quality of health

services, so as to improve the productivity of nurse work [4,5]. Therefore, in this research the researcher is interested to conduct research with the title "Factors - Factors Affecting Performance of Nurses in Kewangga State Hospital of Keerom Regency"

2. Materials and Methods

2.1 Types of Research

This research is a causal associative research using quantitative approach. Causal associative research is a study that aims to determine the effect between two or more variables.

This research explains relationship influencing and influenced from variables that will be studied using approach of cross sectional study because the data will be used to analyze the relation between variables expressed by numbers or numerical scale by taking data done simultaneously in one time.

2.2 Population and samples

1. Population

The population in this study were all nurses in RSUD Kwaingga as many as 56 people.

2. Sample

The sample is part of the generalization of the population under study [6-8]. The sampling technique uses a saturated sampling technique. Thus large as many as 56 people.

2.3 Data Collection and Processing Techniques

Data Collection Technique

Technique of collecting data is done by collecting primary and secondary data then do recording according to variables needed based on questionnaire with steps as follows:

- a. After obtaining a research permit from the next Faculty addressed to the Director of Kwaingga Regional General Hospital.
- b. Provide explanations to the nurses of the intent and purpose of the study. Nurses who agree are given informed consent as the respondent's consent.
- c. Provide questionnaires to respondents with 60 minutes recharge time and collected again.
- d. To check the completeness of the data from the questionnaire filling.
- e. Further assess and analyze.

3. Results

3.1 Univariate Analysis

Table 1: Frequency Distribution of Work Motivation, Training, Rotation, Work Discipline, Leadership Style, Organizational Culture and Employee Performance at Kwaingga Hospital Year 2017

No	Variabel	Frekuensi (n)	Presentase (%)
1	Working motivation		
	Low	17	30,4
	High	39	69,6
Number		56	100
2	Training		
	Never	23	41,1
	Ever	33	58,9
Number		56	100
3	Working rotation		
	Yes	41	73,2
	No	15	26,8
Number		56	100
4	Discipline		
	Less	24	42,9
	Good	32	57,1
Number		56	100
5	Leadership style		
	Less	35	62,5
	Good	21	37,5
Number		56	100
6	Organization culture		
	Less	24	42,9
	Good	32	57,1
Number		56	100
7	Performance		
	Less	23	41,1
	Good	33	58,9
Number		56	100

Based on Table 1, it shows that most of the nurses have high work motivation as many as 39 people (69.6%), never attended training as many as 33 people (58.9%), experienced 41 employees rotation (73.2%) in Good work discipline counted 32 people (57.1%), less leadership style as many as 35 people (62.5%), good organizational culture as much as 32 people (57.1%) and most have good performance as many as 33 people (58.9%).

3.2 Bivariate Analysis

- a. The influence of motivation on the performance of nurses

Table 2: Influence of motivation to nurse performance in RSUD Kwaingga

No	Motivation	Performance				Number	
		Less		Good			
		n	%	n	%	n	%
1	Low	7	41,2	10	58,8	17	100
2	High	16	41	23	59	39	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 1,000; <i>RP</i> = 1,004; <i>CI</i> 95% = (0,508 – 1,984)							

Based on Table 2, it shows that from 17 low-motivated nurses as many as 7 people (41,2%) have less and good performance as many as 10 people (58,8%). Meanwhile, from 39 high motivation nurses as many as 16 people (41%) had poor performance and good as many as 23 people (59%). Chi square test results obtained $p\text{-value} = 1,000 > 0,05$. This means that there is no effect of motivation on nurse performance in RSUD Kwaingga. When viewed from the value of $RP = 1.004$; $CI95\% = (0,508 - 1,984)$ with lower value interpreted that motivation can improve performance but not significantly influenced by other factors.

b. Effect of training on nurse performance

Table 3: Effect of training on nurse performance in Kwaingga General Hospital

No	Training	Performance				Number	
		Less		Good			
		n	%	n	%	n	%
1	Never	16	69,6	7	30,4	23	100
2	Ever	7	21,2	26	78,8	33	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 0,001; <i>RP</i> = 3,280; <i>CI</i> 95% = (1,611 – 6,677)							

Based on Table 3, shows that of 23 nurses with never training as many as 16 people (69.6%) had poor performance and good as many as 7 people (30.4%). While from 33 nurses who had training as many as 7 people (21.2%) had poor performance and good as many as 26 people (78.8%). Chi square test results obtained $p\text{-value} = 0.001 < 0.05$. This means that the trainer does not significantly affect the performance of nurses at Kwaingga General Hospital. When viewed from the value of $RP = 13.280$; $CI95\% = (1,611 - 6,677)$ interpreted that nurses who had attended the training performed well 13,280 times higher than nurses who had never attended the training.

c. The effect of work rotation on the performance of nurses

Table 4: Effect of work rotation on nurse performance in RSUD Kwaingga

No	Working rotation	Performance				Number	
		Less		Good			
		n	%	n	%	n	%
1	No	15	36,6	26	63,4	41	100
2	Yes	8	53,3	7	46,7	15	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 0,411; <i>RP</i> = 0,686; <i>CI95%</i> = (0,368 – 1,277)							

Based on Table 4. it shows that out of 41 careers who are not in the work rotation <5 years as many as 15 people (36.6%) have poor and good performance as many as 26 people (63.4%), while from 15 nurses who are in rotation > 5 years as many as 8 people (53.3%) had poor performance and good as many as 7 people (46.7%). Chi square test results obtained $p\text{-value} = 0.411 > 0.05$, this means that no significant effect of work rotation on nurse performance in RSUD Kwaingga. When viewed from the value of 1.458; $CI95\% = (0.783 - 2,714)$ with a lower value less than 1 interpreted by non-significant rotation of work on nurse performance.

d. The influence of work discipline on the performance of nurses

Table 5: The influence of work discipline on the performance of nurses in RSUD Kwaingga

No	Working discipline	Performance				Number	
		Less		Good			
		n	%	n	%	n	%
1	Less	16	66,7	8	33,3	24	100
2	Good	7	21,9	25	78,1	32	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 0,002; <i>RP</i> = 3,048; <i>CI95%</i> = (1,493 – 6,219)							

Based on Table 5, it shows that out of 24 nurses work discipline less than 16 people (66,7%) have poor performance and good as many as 8 people (33,3%). While from 32 nurses who discipline good work as much as 7 people (25%) have less and good performance as much 25 people (78,1%). The result of chi square test obtained $p\text{-value} = 0,002 < 0,05$. This means that there is influence of work discipline on nurse's performance in RSUD Kwaingga significantly. When viewed from the value of $RP = 3.048$; $CI95\% = (1,493 - 6,219)$

interpreted that nurses who have good work discipline have good performance 3,048 times higher than nurses who have less work discipline.

e. The influence of leadership style on nurse performance

Table 6: Effect of leadership style on nurse performance in RSUD Kwaingga

No	Leadership style	Performance				Number	
		Less		Good			
		n	%	n	%	n	%
1	Less	19	54,3	16	45,7	35	100
2	Good	4	19	17	81	21	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 0,021; <i>RP</i> = 2,850; <i>CI</i> 95% = (1,121 – 7,243)							

Based on Table 6, it shows that of 35 nurses with less leadership style as many as 19 people (66,7%) have poor performance and good as many as 16 people (45,7%). Whereas from 21 nurses with good leadership style as many as 4 people (19%) had poor performance and good as many as 17 people (81%). Chi square test results obtained $p\text{-value} = 0,021 < 0,05$. This means that there is influence of leadership style on nurse performance in RSUD Kwaingga. When viewed from the value of $RP = 2,850$; $CI95\% = (1,121 - 7,243)$ interpreted that nurses who expressed good leadership style tended to perform well 2.850 times higher than nurses who expressed less leadership style.

f. The influence of Organizational Culture on the performance of Nurses

Table 7: The influence of organizational culture on the performance of Nurse in RSUD Kwaingga

No	Budaya Organisasi	Kinerja				Jumlah	
		Kurang		Baik			
		n	%	n	%	n	%
1	Kurang	18	75	6	25	24	100
2	Baik	5	15,6	27	64,4	32	100
Total		23	41,1	33	58,9	56	100
<i>p-value</i> = 0,000; <i>RP</i> = 4,800; <i>CI</i> 95% = (2,077 – 11,092)							

Based on Table 7, shows that of 24 nurses with organizational culture less as much as 18 people (75%) have

poor performance and good as many as 6 people (25%). Whereas from 32 nurses that good organizational culture as many as 5 people (15,6%) have poor performance and good as many as 27 people (64,4%). Chi square test results obtained $p\text{-value} = 0,000 < 0,05$. This means that there is influence of organizational culture on nurse performance in RSUD Kwaingga. When viewed from the value of $RP = 4,800$; $CI95\% = (2,077 - 11,092)$ interpreted that nurses who stated that good organizational culture tended to perform well 4.850 times higher than nurses who declared organizational culture less.

3. Multivariate Analysis

To obtain the answer which factors affect the patient satisfaction, it is necessary to do bivariate analysis and continued on multivariate test by using logistic regression test on backward method obtained results in table 8.

Table 8: Bivariate Analysis Between Dependent and Independent Variables

No	Variabel	RP	<i>p-value</i>
1	Motivation	1,004	1,004
2	Training	3,280	0,001
3	Working rotation	1,458	0,411
4	Working discipline	3,048	0,002
5	Leadership style	2,850	0,021
6	Organization culture	4,800	0,000

Table 8. above the variables of motivation, training, discipline, leadership style and organizational culture fall into the category of $p\text{-value} < 0,25$, thus entering into the multivariate model. The results of multivariate analysis can be seen in Table 4.11 below.

Table 9: Analysis of Logistic Regression Variables

No	Variabel	B	<i>p-value</i>	Exp	95% C.I.for Exp (B)	
				(B)	Lower	Upper
1	Training	2,288	0,009	9,856	1,769	54,898
2	Discipline	1,367	0,084	3,923	0,833	18,475
3	Organization culture	2,880	0,001	17,811	3,203	99,038
	Constant	-9,368	0,000	0,000		

Table 9 above, then training and organizational culture is the dominant factor on nurse's performance, whereas work discipline is interaction factor.

4. Discussion

4.1 Influence of motivation to nurse performance

The result of the research shows that there is no influence of motivation on nurse's performance in RSUD Kwaingga (p-value = 1,000). The results of this study in line with research Melati revealed that the motivation does not affect the performance caused by other factors that affect motivation, namely leadership style. Motivation is the act of a group of factors that cause individuals to behave in certain ways [9-11] . Motivation teaches how to encourage subordinate work morale so that they will work harder and work harder by using all ability and skill they have to be able to advance and achieve company goal. While the motivation is the driving force that resulted in an organization member willing and willing to time to organize various activities into their responsibilities and fulfill their obligations in the achievement of goals and various organizational goals determined previously [10,11].

Respondents' statement about motivation in working with low motivation that every work or provide services to patients should require co-workers. This causes the nurse's independence to decrease. In other words, nurses have high morale when they are together with other nurses. In addition, nurses do not feel proud of the results of services that get appreciation from the leadership or colleagues. This shows that the motivation of the nurse appears to have other needs that must be considered by the management of the hospital. While nurses who have high motivation is due to always try different alternatives to achieve success, good cooperation among friends encourage to work hard so as to finish a good job, make a plan to achieve success, if having difficulty in doing something more like try hard to solve it, feel satisfied to get the best results and if it works well. In addition, the nurse is confident in my ability to work well and provide patient care quickly and strive to be responsible to the job seriously to prepare for the challenges of the job and to gain promotion. This indicates that the nurse has the motivation to actualize.

4.2 Effect of Training on Nurse Performance

The result of the research shows that there is influence of training to nurse performance in RSUD Kwaingga (p-value = 0,001), where nurse who never training 69,6% have less performance, while nurse who have training 78,8% have good performance. This indicates a higher proportion of nurses who have had training has a better performance 13,280 times. The results of this study are in line with [12, 13] . This study revealing that there is an effect of training on improving nurses' performance in work, as more and more training, skills and skills increase in work.

Hasibuan [10] said that the training is an effort to improve the technical, theoretical, conceptual and moral skills of employees in accordance with the needs of jobs or occupations through education and training. Education and training with development is a process of improving technical skills and managerial skills.

With such trainers are expected to improve skills or skills and knowledge that support the implementation of work. It thus proves that employee training has an effect on employee performance. Training the good should the employees can help do the work yangada, can also improve employee performance. Training for employees is a process of teaching certain knowledge and qualifications sertasikap so that employees more skilled and able to carry out their responsibilities better.

4.3 Effect of work rotation on nurse performance

The result showed that there was no effect of work rotation on nurse performance in RSUD Kwaingga (p-value = 0,843). The results of this study are in line with the Respect research (2016) at RSUD Sele Be Solu Kota Sorong West Papua Province revealed that there is no effect of work rotation on the performance of nurses. According to Mathis and Jakcsen [14] "Job rotation is the process of transferring someone from one job to another." A technique used to reduce the monotony of a routine that employees do. Usually each company has its own policies in the application of job rotation time. There are periodic (Weekly, Monthly, Yearly) and periodic. The advantage of self-rotation is to develop an employee in performing several different jobs. The result of analysis shows that nurses who are in rotation > 5 years as many as 8 people (53,3%) have poor performance and good as many as 7 people (46,7%). While from 41 nurses who are not in the work rotation <5 years as many as 15 people (36.6%) had poor performance and good as many as 26 people (63.4%).

According to [15,16] job rotation will reduce boredom, prepare employees for better management systems, improve productivity, and increase knowledge and skills. The purpose and benefits of job rotation are not only perceived directly by employees because companies also experience indirect benefits because employees range in wider and more flexible skills and management in job scheduling, employee adjustment for change, and fill in the personnel void.

4. Effect of work discipline on nurse performance

The result of research showed that there is influence of work discipline to nurse's performance in RSUD Kwaingga (p-value = 0,043), where nurse nurse work discipline less (66,7%) have less performance, while nurse with good work discipline counted 78,1% less performance. The results of this study in line with research Menkes [17] revealed that there is influence of work discipline on the performance of nurses. Observation of researcher that nurse work discipline influenced by employee morale, level of compensation given, so that affect employee job satisfaction. Nurses who are not satisfied with the results of the work with the compensation given, so do not discipline or obey the rules set. An undisciplined nurse appears to be not in accordance with the specified shift, as well as the return time. Nurses with high morale tend to work better, on time, and never skip ahead. Nurses will be enthusiastic to leave for work so that work discipline becomes high. Similarly, the compensation given to the nurse, with appropriate compensation for the satisfactory nurse adds morale that has implications for the nurse's discipline.

5. Influence of Director's leadership style on nurse performance

The result of this research shows that there is influence of leadership style toward the performance of nurse in

RSUD Kwaingga ($p\text{-value} = 0,021$). The results of this study are in line with research conducted by Evanita (2014) in RSUD Lubuk Sikaping revealed that there is influence of leadership style on nurse performance. According Tjiptono [17] leadership style is a way that leaders use in interacting with subordinates. Meanwhile, another opinion says that leadership style is the behavioral pattern (words and actions) of a leader felt by others (Hersey, 2004). The style of leadership is the behavior or the way the leader chooses and uses to influence the thoughts, feelings, attitudes and behaviors of members of his subordinate organizations [19].

The respondent's statement of leadership style is lacking, as the director does not provide examples that can increase interest in the work and does not support the subordinate's efforts to resolve any work issues and does not use a positive personal approach with subordinates in the execution of tasks and does not advocate the need for group work in completing the work. This indicates that the director of RSUD Kwaingga lacks interaction or communicates with his subordinates, including with the problems faced. This may be because the director has taken over the leadership of the director, but is still less satisfied by the nurse, since his aspirations or problems can not be resolved without director intervention.

The existence of influence of leadership style that influence and improve nurse performance caused by nurses who less interaction so that delegation or leadership style can not be felt directly by nurse in improving its performance. Conversely nurses who often interact feel cared for by the director or the leader, so that any action or work done is noticed or supervised by the leadership, so as to increase the morale of the nurse.

6. The Influence of Organizational Culture on Nurse Performance

The results obtained that there is influence of organizational culture on the performance of nurses in RSUD Kwaingga ($p\text{-value} = 0,000$). The results of this study in line with research conducted Zannah [20], menungkapkan that organisais culture creates comfort that can generate work morale that affect the performance of nurses.

Robbins [21] says that organizational culture is a common perception shared by members of the organization. According to Peter. F Drucker in Tika (2006: 4) organizational culture is the main issue of resolving external and internal problems that are executed consistently by a group which is then inherited to new members as a proper way to understand, think and feel about related issues. can be concluded that the organizational culture is a basic principle of an organization. This includes the various values, beliefs, norms, and behaviors that are embraced by the organization and a distinctive feature of the organization.

The result of the analysis shows that nurses with organizational culture less as much as 18 people (75%) have poor performance and good as many as 6 people (25%). Whereas from 32 nurses that good organizational culture as much as 5 people (15,6%) have poor performance and good as many as 27 people (64,4%), whereas good organizational culture tends to have good performance 4,850 times higher than compare to nurse which stated organizational culture Organizational culture that creates a conducive working climate, making comfort in work so that high motivation can meet the expectations of nurses and with that belief will be transformed into daily behavior in work, so that will be a professional individual performance.

7. Dominant Factors

The results obtained, dominant factors to the nurse job satisfaction in hospitals Kwaingga training and organizational culture is the dominant factor on the performance of nurses, while the discipline of work is the factor of interaction.

The results of this study in line with research Zannah [20], that the dominant factor that affects the performance of employees is cultural organisasi. While in this research is obtained the existence of training, organizational culture after controlled by work discipline. Training can bring the skills and skills to work in including creating the climate or organizational culture, so that the organizational culture created by both nurses with colleagues and leaders create a well-run organizational culture that implies the nurses feel because they feel comfortable working, but it is supported by nurse's work discipline.

5 . Conclusion

The results of this study can be summarized as follows:

1. There is no effect of motivation on nurse's performance in RSUD Kwaingga (p-value = 1,000 > 0,05; RP = 1,004; CI95% = (0,508 - 1,984).
2. There is influence of training on nurse's performance in RSUD Kwaingga (p-value = 0,001 < 0,05; RP = 13,280; CI95% = (1,611 - 6,677)
3. No effect of work rotation on nurse performance in RSUD Kwaingga (p-value = 0,411 > 0,05; RP = 1,458; CI95% = (0,783 - 2,714).
4. There is influence of work discipline on nurse's performance in RSUD Kwaingga (p-value = 0,002 < 0,05; RP = 3,048; CI95% = (1,493 - 6,219).
5. There is influence of leadership style on nurse performance in RSUD Kwaingga (p-value = 0,021 < 0,05; RP = 2,850; CI95% = (1,121 - 7,243)
6. There is an influence of organizational culture on the performance of nurses in RSUD Kwaingga (p-value = 0,000 < 0.05 RP = 4,800; CI95% = (2.077 - 11,092).
7. The dominant factor on nurse job satisfaction in RSUD Kwaingga training and organizational culture

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